

BI-CPA.10.20 Consultation and communication on safety and health

Expectation

Ready ability to communicate concerns and controls required on safety and health matters - with multiple processes for effective communication between workers, supervisors and more senior personnel in the business.

Specify

Communication occurs as required and to a schedule, with formal committees producing minutes, documented meetings sharing instructions/requirements and informal processes in place on site to:

1. Involve workers/operators in planning (including risk assessment, hazard identification and control selection) processes
2. Inform workers/operators of key business inputs/controls that they should be implementing at tool-box talks and start of shift meetings
3. Gather information from workers/operators on concerns, hazards present, incidents and other matters related to safe and productive operation of the site
4. Consult on hazard identification and control management processes in place and applied at operational, task and individual levels
5. Inform workers and supervisors in start of shift meetings to transfer/receive key safety, health and operational elements of worker's tasks for the coming shift
6. Gather information from representative committees, reflecting operating site structure, are established and monitor processes, performance and progress against improvement plans
7. Allow and empower workers to raise concerns over unsafe tasks and challenge instructions to work unsafely

Implement

1. Functional departments and supervisors prepare materials to consult and communicate with other workers about
2. Workers/operators are trained in and then participate in planning processes, changes to plant/process/workplaces and incident reviews
3. Workers/operators report hazards, incidents and other concerns to supervisors and more senior site personnel as required
4. Required meetings are held amongst work crews at the start of each shift and more generally across site in line with site requirements for consultation and communication meetings
5. Records are generated of formal consultation and communication activities

Monitor

1. Training records are kept in line with training needs analyses (TNA's) and expiry dates trigger requirements for follow up training
2. Records of consultation and communication activities are lodged with the relevant (e.g. Health and Safety) department which are collected, stored and accessed in line with site information control requirements
3. Audits of Training and Safety Management systems confirm that the training and HSMS systems are performing in line with requirements and trigger follow up opportunities for improvement for consideration by senior leaders as required